

Clerical and Office Branch  
General Clerical Group  
Clerk Series

**CLERICAL ASSISTANT**

9/03 (AM)

**General Purpose**

Under immediate supervision, perform a limited variety of routine general office and field service functions in conformance with well established procedures.

**Typical Duties**

Perform specified clerical and other support tasks. Involves: Review and enter data, update logs and databases. Maintain existing alphabetical, numerical or chronological files. Prepare and edit simple documents and form correspondence for review and approval, including receipts and those related to standard payroll records, as instructed. Maintain office inventory and requisition depleted supplies. Schedule meetings.

Operate standard and specialized equipment as necessary. Involves: Use copier, fax, printer, scanner, personal computer with generic office productivity software, two-way radio, counters, digital measuring instruments, and telephone that may have multiple lines.

Greet and assist City personnel, officials and the public as required. Involves: Respond to visitors in a courteous manner. Take messages or forward inquiries to the appropriate party exercising proper telephone etiquette.

Receive, sort and distribute mail, interoffice correspondence, packages and other communications. Involves: Identify recipient and delivery priority. Maintain prescribed level of confidentiality for communication of information within area of responsibility.

**Knowledge, Skills, and Abilities**

- Good knowledge of English grammar, spelling and punctuation.
- Good knowledge of business arithmetic.
- Some knowledge of customer service techniques.
- Some knowledge of general office practices, procedures and principles and techniques of public contact.
- Some knowledge of City departments and functions, locations and personnel.
- Ability to establish and maintain effective working relationships with City officials, supervisors, coworkers, and the public.
- Ability to express oneself clearly and concisely, orally and in writing.
- Ability to interpret oral and written instructions.
- Skill in typing at layman level, depending on position assignment.
- Skill in safe basic operation and care of personal computer or network work station, including word processing, spreadsheet and graphic software programs, common office equipment including, but not limited to multi-line telephones, fax machines, copiers, calculators and filing systems.

**Other Job Characteristics**

- Occasional lifting of light objects weighing up to twenty-five (25) pounds, depending on position assignment.
- Occasional exposure to adverse weather conditions, depending on position assignment.

**Minimum Qualifications**

Education and Experience: Equivalent to a high school diploma or GED.

Licenses and Certificates: Texas Class "C" Driver's License or equivalent license issued by another state, depending on position assignment.

